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ITIL-4-Practitioner-Release-Management Exam

ITIL 4 Practitioner: Release Management Exam

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Question 1. (Single Select)

[RM 1: The purpose of the practice]

A new release manager wants to explain to the organization's service consumers the purpose of a new release management practice. What should the release manager say to the service consumers to help them realize the value of release management?

- A: The release management practice will ensure that new service features are available to the service operations team to enable them to perform tests.
- B: The release management practice will ensure that new service features are available to the service operations team to reduce business losses.
- C: The release management practice will ensure the quick use of improved services after new service features have been made available.
- D: The release management practice will ensure that new service features are available to users to mitigate the service provider's risks.

Correct Answer: C

Question 2. (Single Select)

[RM 2: The processes of the practice]

Which is a key input to the release planning and coordination process?

- A: Documented findings on the success of a release
- B: Updates to the continual improvement register
- C: Details about the users who will be affected
- D: Notifications to stakeholders about the release status

Correct Answer: C

Question 3. (Single Select)

[RM 2: The processes of the practice]

A service owner is initiating the release planning and coordination process for a complex project. What is an example of the FIRST activity that the service owner should undertake in this instance?

- A: Test the service components and take remedial action as necessary
- B: Ensure that the release procedures are appropriate for the particular release under consideration
- C: Select a release model that fits with the types of changes to be included in the release
- D: Check that an automated notification has been sent to stakeholders

Correct Answer: C

Question 4. (Single Select)

[RM 2: The processes of the practice]

Which activity of the 'release model development and improvement' process is used to standardize the preparation of release instances?

- A: Release management approach review and development
- B: Release model review and development
- C: Product architecture and service relationship analysis
- D: Release execution

Correct Answer: B

Question 5. (Single Select)

[RM 4: How information and technology enable the practice]

During a value stream walk of the incident resolution value stream, an organization has realized that some incidents take longer to resolve because installation of overdue software updates is required. What should the organization do to improve the incident resolution times?

- A: Include release of the required updates in the incident resolution activities
- B: Ensure that required updates are enforced as part of the ongoing operations and maintenance
- C: Include release of the required updates in the request fulfilment activities
- D: Ensure that required updates are included in the release of the new services

Correct Answer: B



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